



BOARD OF BARBERING AND COSMETOLOGY
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CIRCULAR LETTER #03/03

SUBJECT: Computer Based Testing – Positive Results

The Board of Barbering and Cosmetology (Board) is pleased to inform you that computer based testing has received positive results. As you may know, candidates are asked to complete a survey upon completion of the written examination. Results from the survey have been very positive. The Board would like to thank you for participating in the survey and providing us with your input.

According to the survey, out of 150 candidates who completed the survey:

- 84% felt that the testing center staff was very friendly.
- 82% felt that staff was very helpful.
- 73% felt the testing center was very comfortable for test taking.
- 70% felt the test was convenient to schedule and representatives were easy to reach by phone as well as being efficient.
- 70% of the candidates felt that the customer service representatives were knowledgeable, courteous and helpful.
- 67% felt the Computer Based Testing was user friendly.

Additionally, the comments received about the process were very positive. Comments ranged from the convenience of the location and the courtesy of the staff, to the ability to schedule the examination at their leisure.

Again, the Board would like to offer a sincere thank you to all those who participated in the survey and we are pleased that your experience with computer based testing was a pleasant one.

Sincerely,

CINDY WALTON
Interim Executive Officer